

PATENT
Attorney Docket Number: USA-1292

CERTIFICATE OF HAND DELIVERY

I hereby certify that this correspondence is being hand filed with the United States Patent and Trademark Office in Washington, DC. 20231.

on **Nov. 16. 2007**

(Date)

Typed or printed name of person signing this certificate

Dr. O. M. (Sam) Zaghmout

Signature Sam Zaghmout

Attachments: A certified copy of the of foreign application is attached.

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Warren Gregory Tobin

Application Serial Number: 10/622,638

Title: Communication means

Filing Date: 07/21/2003

Art Unit: 2614

Examiner: Gerald Gauthier

Confirmation Number: 4576

Mail Stop: Issue fee

Lorton, Virginia. 2007 November 16. Friday

SUBMISSION OF CERTIFIED COPY OF FOREIGN PRIORITY

Honorable Commissioner of Patents

P.O.BOX 1450

Alexandria, VA 222313-1450

Dear Sir:

Applicant in the above-entitled application claims the date of priority of New Zealand patent application (NZ522421) as acknowledged in the declaration of this application.

A certified copy of said New Zealand patent application (NZ522421) is enclosed. The Applicant would like to bring the attention of the Office that a certified copy of said New Zealand patent application was previously submitted to the USPTO on August 15, 2007. Your efforts in matching the certified document with the allowed patent application is greatly appreciated.

Respectfully submitted,

Sam Zaghmout
O. M. (Sam) Zaghmout Ph.D
Registration No. 51,286

Contact Information:

Registered Patent Agent

Bio Intellectual Property Service (BIO IPS) LLC, 8509 Kemon Ct, Lorton, VA 22079. USA
(703) 550-1968 (Voice/Fax), Fax: (703-550-0409)

CERTIFICATE

This certificate is issued in support of an application for Patent registration in a country outside New Zealand pursuant to the Patents Act 1953 and the Regulations thereunder.

I hereby certify that annexed is a true copy of the Complete Specification as filed on 5 November 2002 with an application for Letters Patent number 522421 made by WARREN GREGORY TOBIN.

Dated 5 November 2007.



Neville Harris
Commissioner of Patents, Trade Marks and Designs



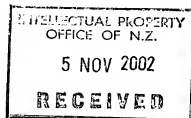
Patents Form No. 5

THE PATENTS ACT 1953

COMPLETE SPECIFICATION

COMMUNICATIONS MEANS

I, **WARREN GREGORY TOBIN**, a New Zealand citizen, of Apartment GH West, Latitude 37, Parkenham Street, Auckland City, New Zealand, hereby declare this invention for which I pray that a patent may be granted to me, and the method by which it is to be performed, to be particularly described in and by the following statement:



TITLE

Communications Means.

FIELD OF INVENTION

This invention relates to a method of effecting telephonic communications. A preferred form of the invention involves a call centre which receives and processes mobile phone text messages.

BACKGROUND ART

It is known to use call centres as a central station for receiving and directing calls to organisations or individuals. It is generally the case that calls to a call centre are telephonic, and involve voice communications between a caller and an operator at a call centre. It is an object of at least one form of the present invention to provide an alternative means of communication involving a call centre, or to at least provide the public with a useful choice.

The term "comprise", "comprises", "comprised" or "comprising", if and when used in this document, should be interpreted non-exclusively, i.e. should be interpreted non-exclusively - to mean "consisting of or including".

GENERAL DESCRIPTION

According to one aspect of the invention there is provided a method of effecting communications, comprising the steps of:

- a) taking text message calls at a text centre wherein such calls are made by

way of telephones,

- b) determining the target address(es) for the calls from information contained in the calls, the identity of the target address in each case being recorded in the text centre against a telephone call centre or telephone call centres,
- c) sending the text message calls to the call centre or call centres corresponding to the respective target address(es),
- d) receiving the text message calls at the call centre or call centres as appropriate,
- e) for each call centre processing each of the text message calls received there such that a return call time is assigned to each of the text message calls, for each text message call automatically forwarding a return text message call to the telephone concerned, the return text message call containing details as to when a return telephonic voice call will be made from the call centre to the holder of the telephone, and
- f) in substantially each case the call centre concerned making the respective return telephonic voice call at the time indicated.

Preferably at step e) above the return text message calls are sent to the telephones from the call centre(s) by way of the text centre means.

Preferably the telephones are mobile phones.

Preferably when the text messages are received at the text centre means such messages are routed to a server of the text centre means, which then directs the text messages to the call centre or centres as at step "c"

Preferably the text centre in each case generates a call list listing the telephone number of the telephones, the call list being used by a worker at the call centre concerned in making the return telephonic voice call in each case.

Preferably the call list is generated from information gained by way of automatic caller id technology.

Optionally the text centre means queues the text message calls made by way of the telephones.

Optionally at step c) mentioned in claim 1 the text message calls are sent to the call centre or call centres in a queued form.

Optionally the call centre or call centres can inspect details of the queue at the text centre means online.

DETAILED DESCRIPTION

According to one embodiment of the invention there is provided a method of processing or effecting telephonic communications. The method may involve consumers creating SMS text messages using telephones (optionally mobile phones) and sending the messages to respective addresses identifiable at a text centre. For example, the addresses may involve short codes registered with the text centre, or key words (eg *Mercury* or *Sky*) registered to single short codes.

On arrival of the text messages at the text centre they are routed to a server which forms part of the text centre. From here the text messages are then routed to a call centre or call centres as appropriate. A suitable interface or interfaces provide(s) the messages to a call queuing facility of the call centre or call centres. In each case the call centre then automatically generates a return text message informing the holder of the telephone from which the text message was sent, when the call centre will contact that holder with a return telephonic voice communication. In each case this involves the return text message being sent from the call centre to the text centre, and then on to the holder of the telephone.

Computer apparatus at each call centre creates a call list detailing the holders of the telephones that should be called back, and then in each case an operator/individual at the call centre telephones the holder of the telephone to address any requests, concerns, or questions, etc, that that holder may have. In creating the call list the computer apparatus may list the telephone numbers of the holders of the telephones identified by way of "caller id" technology.

It will be appreciated that the embodiments of the invention described above assist consumers to avoid having to wait on a telephone line for long periods of time before making verbal contact with someone at a call centre. The call centre may be that of a Government department, a local body, a business, or virtually any other organisation for which it is desirable to enable consumers to raise queries or the like by way of telephonic voice communications.

It should be appreciated that in some embodiments of the invention the form of the

text messages and the return text messages may be manipulated, enhanced, transformed, etc, as they are processed by the text centre. If this should occur it should not be interpreted as meaning that the text messages or the return text messages are no longer the text messages or the return messages respectively.

As will be appreciated, the invention may be implemented with computer technology wherein this is used to process and sort incoming calls at the text centre, etc. Computer technology may also be used at the text centre or call centre(s) to sort, queue and/or otherwise process incoming text message calls and/or outgoing text message calls, etc. In some embodiments of the invention the text centre may provide text messages to the call centre(s) in an already queued format, or may queue incoming text messages in a format such that the call centre(s) can inspect the queue online (eg via the Internet), etc, before text messages are received at the call centre(s).

While some preferred forms of the invention have been described by way of example, it should be appreciated that improvements and modifications can occur without departing from the scope of the appended claims.

WHAT I CLAIM IS

1. A method of effecting communications, comprising the steps of:
 - a) taking text message calls at a text centre means wherein such calls are made by way of telephones,
 - b) determining the target address(es) of the calls from information contained in the calls, the identity of the target address(es) in each case being recorded in the text centre means against a telephone call centre or telephone call centres,
 - c) sending the text message calls to the call centre or call centres corresponding to the respective target address(es),
 - d) receiving the text message calls at the call centre or call centres as appropriate,
 - e) for each call centre processing each of the text message calls received there such that a future return call time is assigned to each of the text message calls, for each text message call automatically forwarding a return text message call to the telephone concerned, the return text message call containing details as to when a return telephonic voice call will be made from the call centre to the holder of the telephone, and

- f) in substantially each case the call centre concerned making the respective return telephonic voice call at the time indicated.

2. A method according to claim 1, wherein at step e) the return text message calls are sent to the telephones from the call centre(s) by way of the text centre means.
3. A method according to claim 1 or 2, wherein the telephones are mobile phones.
4. A method according to claim 1, 2 or 3, wherein when the text messages are received at the text centre means such messages are routed to a server of the text centre means, which then directs the text messages to the call centre or centres as at step "c"
5. A method according to any one of the preceding claims, wherein the text centre in each case generates a call list listing the telephone numbers of the telephones, the call list being used by a worker at the call centre concerned in making the return telephonic voice call as at step "f" mentioned in claim 1.
6. A method according to claim 5, wherein the call list is at least in part generated from information gained by way of automatic caller id technology.
7. A method according to any one of the preceding claims, wherein the text

centre means queues the text message calls made by way of the telephones.

8. A method according to claim 7, wherein at step c) mentioned in claim 1 the text message calls are sent to the call centre or call centres in a queued form.

9. A method according to claim 7, wherein the call centre or call centres can inspect details of the queue at the text centre means online.

10. A method of effecting communications substantially as herein described in the "detailed description" section of this specification.

WARREN GREGORY TOBIN
By His Authorised Attorney
A.J. Pietras & Associates

